

**CUSTOMER SATISFACTION SURVEY
WRITTEN COMMENTS
Calendar Year 2007**

Summary of Comments from all State Forests and Recreation Areas

Comment cards are provided to visitors at Indiana State Forests and Recreation Areas. During calendar year 2007, a total of 124 comment cards were returned to the Division of Forestry. The Division takes user comments seriously and will modify maintenance and construction efforts to improve user satisfaction to the extent possible. A summary of user comments from the various properties is presented below

When asked “What one thing would you change about your visit if you could?” users responded with these most common comments:

1. We need more or better facilities. Specifically mentioned were electric hookups, water, swimming pool, water slide, laundry facilities, fans in restrooms, larger sites for RVs, longer wider camp sites for horse campgrounds, hot showers, firewood, lantern hangers, more playground equipment and better grass. (20 responses)
2. No change. We like the area the way it is. (12 responses)
3. Too much disturbance from other users in campgrounds. Improve security, enforce quiet hours, expel barking dogs, no vehicle maintenance on campgrounds, etc. Some users also commented on the noise from maintenance operations such as trash removal, lawn mowers, etc. (9 responses)
4. We need a better trail surface for horse trails. The gravel surface is too large – need more fine material or natural surface. (6 responses)
5. Need better directional signage to direct users to the facility and to indicate directions on the trail system. (5 responses)
6. Need the lake cleaned out weeds and silt to improve fishing conditions. (5 responses)
7. Need to improve maintenance of restrooms. (5 responses)
8. Need to improve litter pickup, more frequent trash removal. (5 responses)
9. The price is too high, or shouldn't charge an entry fee for campers. (4 responses)
10. Need to improve security. (3 responses)

Other responses to this question included comments such as the need for more wooded campsites, more activities for children, no horses on the area, better facilities for horses, better swimming conditions, enforce area regulations, and soap in restrooms.

Several comments were complimentary of our facilities and staff. Those comments were passed on to the respective properties.

Users are asked to rate the properties on 9 categories, using a 1 for “Poor” up to a 5 for “Outstanding”. A summary of those ratings is presented in the table below:

ALL PROPERTIES Customer Satisfaction Survey Average Property Ratings Ratings: Poor =1 Outstanding=5 CY 2006 and CY 2007									
Year	Property Appearance	Timely Gate Operations	Clean Restrooms, Toilets Showers	Staff Courteous and Helpful	Hunting and Fishing	Condition of Hiking, Horse, Bike Trails	Adequate Security	Adequate Signage	Overall Satisfaction
CY 2006	4.5	4.7	3.8	4.1	2.9	4.3	3.7	4.4	4.2
CY 2007	4.5	4.7	3.9	4.5	2.6	4.1	4.0	4.1	3.9

Division of Forestry Response

In response to the comments and ratings in this user survey, the Division of Forestry will make the following changes beginning in 2008.

While many users suggested improved or more modern facilities, others appreciate the current, rustic nature of the facilities. To address the full range of expectations or accommodations some of the facilities will be upgraded while others will remain. Efforts are underway to improve and increase the number of facilities at Deam Lake and Starve Hollow State Recreation Areas to provide the modern accommodations. By summer of 2008, 55 campsites at Starve Hollow will be upgraded to Class AA (water, sewage and electric hook-up), and 90 campsites will be upgraded to Class A (electric hook-up). At the Deam Lake campground, 108 Class A horse campsites are provided, and horse barns are being constructed to provide 80 rental stalls. Most campsites in the State Forests will remain in their current, rustic state. Many of the expectations mentioned (water slides and swimming pools for example) are beyond the authority and fiscal ability of the Division of Forestry. These recreational facilities may be found in the State Parks or commercial recreational areas.

To address the need to improve security, enforce quiet hours and other regulations, the Properties will reexamine the schedules for security personnel. Increased efforts will be directed toward security and providing telephone numbers to call if violations occur. Enforcing quiet hours can be done by security personnel, but the information needs to be received in a timely manner.

Those areas with horse trails will be evaluated and trail surface improvements will be applied to the extent possible. With the amount of use and erosive nature of soils in Indiana, armoring of some trail surfaces is essential to prevent erosion and water quality problems and to provide a safe and enjoyable trail for the horse and rider.

Property personnel will evaluate directional and informational signage and make the necessary improvements.

The condition of lakes on the Division of Forestry land has been a concern for years. Most Division lakes were constructed in the 1930s and have been filling with sediment for decades; the cost to rehabilitate a lake is extreme. Beginning in 2008, the Division has acquired a dredge and will begin removing excess sediment and improving water conditions.

State Forest visitors may have noticed work being done to the dams of several lakes. Due to the age of these lakes, many of the dams are in need of repair. During 2007 and 2008, major repairs will be made to 8 State Forest lakes.

Property personnel will evaluate the needs for maintenance personnel and schedules for restroom cleaning and trash removal and make an attempt to improve user satisfaction. Other property specific comments will be considered by the appropriate property and management adjustments made to the extent possible. Upgrade of the restrooms at Deam Lake and Starve Hollow is planned. In addition, state forests are gradually replacing the numerous old style vault toilets with modern style vault toilets.